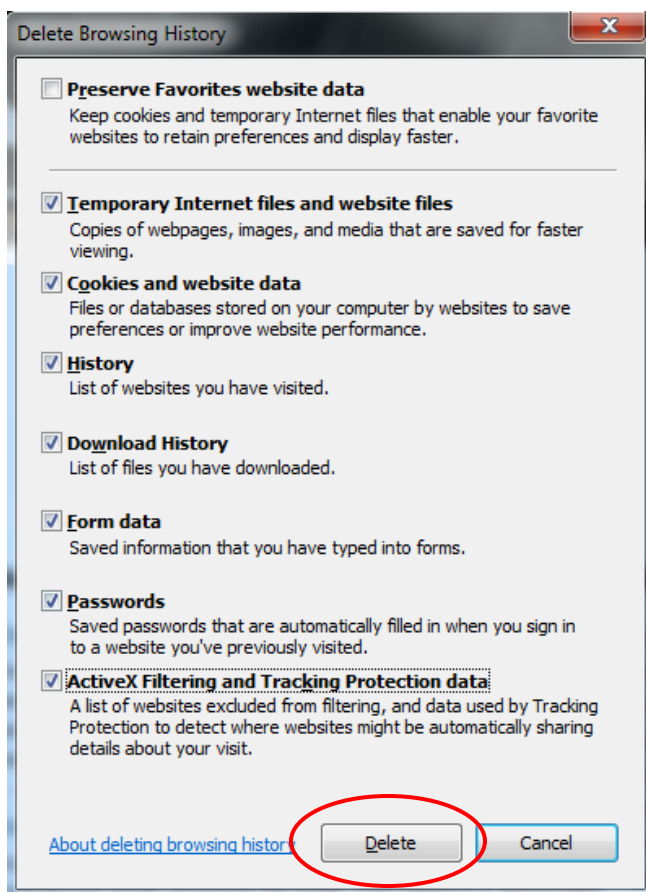# Clear Cache, History and Cookies

For Internet Explorer, Firefox and Chrome web browsers
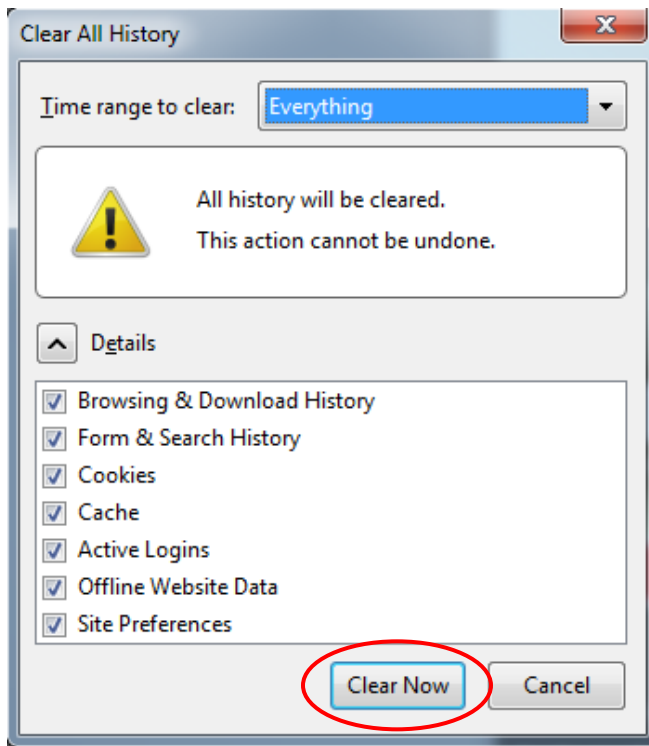
Internet Explorer (IE) 10, 9, 8

1. Open Internet Explorer
2. Press **CTRL+SHIFT+Delete**
3. Select all check boxes <u>**except**</u> the one labeled *Preserve Favorites website data* as below.
4. Click **Delete**
5. RESTART Browser

Mozilla Firefox

1. Open Firefox
2. Press **CTRL+SHIFT+Delete**
3. Select all check boxes
4. Press **Clear Now**
5. RESTART Browser

Google Chrome

1. Open Chrome
2. Press **CTRL+SHIFT+Delete**
3. Select the **the beginning of time** from the *Obliterate the following items from* drop down menu.
4. Select all check boxes, **except** *Deauthorize content license*
5. Press **Clear Browsing Data**
6. RESTART Browser